

Collecting Consumer Debts: The Challenges of Change

October 10-11, 2007

Washington, DC

Draft Agenda - 9/6/07

Wednesday, October 10, 2007

9:00 - 9:15am Welcoming Remarks: Deborah P. Majoras, Chairman, Federal Trade Commission

9:15 - 10:30am Overview of Changes in and Affecting the Industry

This session will provide a high-level look at major trends in and affecting the debt collection industry. Following two overview presentations, panelists will discuss the past, present and future of debt collection.

10:30 - 10:45am Break

10:45 - 12:00noon Debt Collection Today: Understanding the Business

This panel will examine the current business models and practices used by in-house collectors, contingency collection agencies and law firms, and debt buyers.

12:00noon - 1:15pm Lunch (on your own)

1:15 - 2:30pm Concerns About Debt Collection: Consumers' Perspective

This session will provide a description of current debt collection practices that consumers believe raise substantial and growing concerns, and identify possible responses to these concerns.

2:30 - 3:45pm Concerns About Debt Collection: Collectors' Perspective

This panel will describe the current restrictions on debt collection practices that debt collectors believe unduly limit their activities, and discuss potential responses to these issues

3:45 - 4:00pm Break

4:00 - 5:15pm The Role of Creditors in Debt Collection

This session will examine issues surrounding creditors in the debt collection process, including the proper supervision of in-house and third-party collectors, the responsible selection of debt buyers, and the transmission of sufficient documentation to verify disputed debts.

Thursday, October 11, 2007

9:00 - 9:10am Welcoming Remarks: Lydia B. Parnes, Director, Bureau of Consumer Protection

9:10 - 10:45am Locating the Correct Consumer and Determining the Correct Amount Owed

This panel will examine proper and improper methods of locating consumers for debt collection purposes (often referred to as “skiptracing”), as well as issues surrounding debt collectors’ verification of debts that consumers have disputed.

10:45 - 11:00am Break

11:00am - 12:15pm Credit Reporting and Debt Collection: Key Concerns

This session will address the interaction between debt collectors and the credit reporting system, concerns that this interaction raises, and possible responses to these concerns.

12:15 - 1:15pm Lunch (on your own)

1:15 - 2:30pm Debt Collection Litigation: Current Issues

This panel will examine collection litigation practices that have caused concern among consumers and potential responses to these concerns.

2:30 - 2:45pm Break

2:45 - 3:45pm Pivotal Issues and Proposed Solutions: Next Steps

This panel will identify the main issues and possible responses that arose during prior panels. The group also will propose and debate recommended changes in policy and law, including recommendations for amending the FDCPA.

3:45 - 4:00pm Closing Remarks: Peggy L. Twohig, Associate Director, Division of Financial Practices